eZ-Audit Deliverable 116.6.6

Production Peak Cycle Processing Performance Report - April

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Overall Status

Major Accomplishments (for period)	Upcoming Activities (next period)

Major Accomplishments (for period)

- Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
  - Logged 15 Severity Level 1 SIRs during April
  - Resolved 17 Severity Level 1 SIRs during April
- Carried out multiple Production Support Requests (PSRs) based on client requests for specific actions by Production Support Team resources
- Provided regular status updates to Client eZ-Audit Leadership on existing SIRs and PSRs addressed during April
- Conducted Oracle Migration activities, including creation and execution of extensive Test Plan and Test Scripts for connectivity and database integrity testing (with failover testing on 5/2)
- Continued implementation of plan to improve technical architecture to support Release 2.0
- Coordinated Sunday Maintenance Window activities with the Virtual Data Center, submitting and managing multiple Enterprise Change Management (ECM) requests
- Gained VPN access for Testing and Development Team members
- Implemented CM best practice improvements, including a formal checklist outlining steps for Migration to Production
- Pushed for timely restoration of the Staging Environment by the VDC and provided Test Plan/Testers per the VDC's requests
- Participated in VDC CSS Testing effort, including weekly conference calls

Upcoming Activities (next period)

- Continue to maintain priority focus on resolving Severity Level 1 SIRs
- Continue work on other high-priority SIRs & PSRs
- Conduct Oracle Migration failover testing on 5/2
- Prepare 116.6.7 **Production Peak Cycle Processing Performance Report - May**
- Gain timely restoration of the Staging Environment
- Prepare for CSS (Load Balancer) Testing
- Prepare for Disaster Recovery Testing
- Conduct Release 2.0 Operational Readiness Review (ORR)

Major Risks

Risk	On Point	Mitigating Actions	Impact on Cost and/or Schedule	Status
Oracle Migration: The VDC migrated multiple Databases to a new server, including eZ-Audit's on 4/25. Failover testing, however, was not conducted on 4/25 but will be conducted on 5/2.	Steve Jarboe	Any failover until 5/2 will be closely monitored and any potential negative impacts mitigated, working with the VDC.		Migration Occurred Successfully. Database performance will continue to be monitored. Final Fail-over testing will be performed on 5/2.
Staging Environment not yet reestablished	Steve Jarboe, ITA, VDC	We will escalate this issue immediately if deadline slippage by the VDC appears to be occurring	If no Staging Environment is in place for Release 2.0, it would pose substantial risk to the Schedule	Staging Environment is scheduled to reestablished and tested by 5/3
CSS (Load Balancer) Testing	Steve Jarboe, ITA, VDC	Participating in Pre-testing activities including weekly preparatory conference calls		Scheduled to be implemented and tested by 6/12
Disaster Recovery Testing	Barbara Johnson, Steve Jarboe	Reviewing disaster recovery procedures		Testing Scheduled for 7/16

Government & Program Dependencies

Dependency	On Point	Target Date	Impact on Cost and/or Schedule	Status Comments
None to report for this period				

Upcoming Events and Key Milestones

DATE	EVENTS AND KEY MILESTONES
5/02/04	**VDC Oracle Database Migration Failover Testing:** The VDC migrated the eZ-Audit Oracle Database to a new Server on 4/25. The Production Support team tested this migration and supported the activities on 4/25 but did not complete failover testing which is now scheduled for 5/2.
5/02/04	**Staging Environment:** The Staging Environment is scheduled to be reestablished at the VDC on 5/2, but, there are indications that the VDC may seek to further delay this restoration of the Staging Environment.
5/18/04	**Release 2.0 Operational Readiness Review (ORR):** VDC Go/No-Go decision made during the ORR
5/23/04	**Release 2.0:** Release 2.0 goes-live in Production
5/28/04	**Deliverable 116.6.7:** Production Peak Cycle Processing Performance Report – May
6/12/04	**CSS (Load Balancer) Testing:** The VDC is implementing the CSS Load Balancer product and requires eZ-Audit as well as other application teams to test it
7/26/04	**Disaster Recovery Testing:** FSA CIO Security requires this testing

Appendices

- **System Availability Report**

- **SIR & PSR Tracking Report**

- **Production Issues**

- **Enhancement Actions & Decisions**

Availability for the period is 99.9%*

*On 4/7, the system was unavailable for about 30 minutes from 6:00am – 6:30am (Eastern), during an emergency .EAR File implementation. The loss of availability was due to miscommunication involving Prod Support's ECM Ticket Requesting the .EAR File Deployment and the VDC Resources that implemented the request.

Summary SIR Activity Report

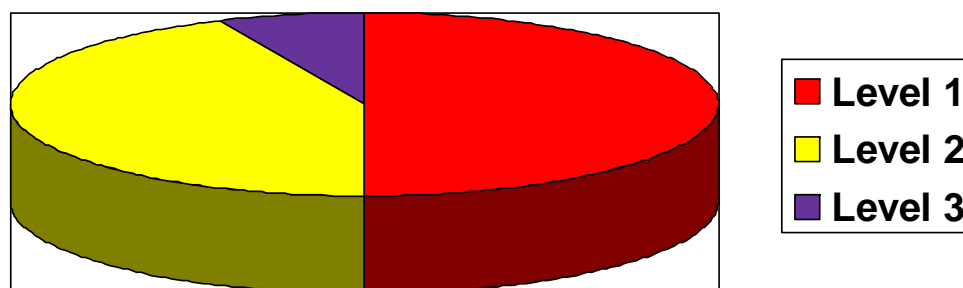This table shows a summary of key SIR data from April

SIRs Logged	30
SIRs Resolved	27
PSRs Logged*	17
PSRs Resolved	5

SIR: System Investigation Report

PSR: Production Support Request

Summary SIR Activity Report

- ## SIRs Logged in April

Legend:
- Level 1 (red)
- Level 2 (yellow)
- Level 3 (purple)

* Total of 30 SIRs Logged

- ## SIRs Resolved in April

Legend:
- Level 1 (red)
- Level 2 (yellow)
- Level 3 (purple)
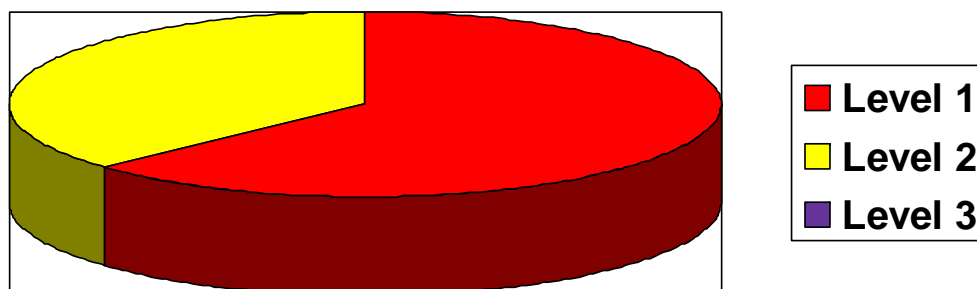
* Total of 27 SIRs Resolved

This table shows the 20 Severity Level 1 SIRs that were resolved in April, including the dates they were logged and resolved

Severity Level 1 SIRs	Date Logged	Date Resolved*
1001: User receiving system edit checks upon send to CTL when only reason for flagging is Change in Auditor	12/30/03	3/30/04
1018: Report 11 times out in the Production Environment	1/28/04	3/29/04
1037: FA receives an error message when "Other LOC" link is clicked	2/05/04	4/06/04
1041: User is unable to view textboxes and dropdown boxes when attempting to make off-cycle request for LOC	2/10/04	4/06/04
1167: Carnegie Institute -eZ-Audit does not recognize receipt of FYE 9/30/02 Statements	3/01/04	3/30/04
1183: Score Calculation Worksheet from QC page is blank	3/09/04	4/06/04
1184: Letter of Public Status Resolution cannot be processed and Version control error message is displayed	3/09/04	4/16/04
1188: Error message appears when accessing the CA QC Page for High Point University	3/10/04	3/31/04
1253: Closeout Audit Report : No selections available for prompts and no data displays when executed	3/26/04	3/30/04
1255: Unable to send to CTL due to erroneous Incomplete DDIF error message.	3/26/04	4/12/04
1264: Historical Submission Issue: Schools that had saved pre. 1.2 and submitted post 1.2	3/30/04	04/06/04

Detailed SIR Tracking Report (contd.)

This table (contd.) shows the 20 Severity Level 1 SIRs that were resolved in April, including the dates they were logged and resolved

Severity Level 1 SIRs	Date Logged	Date Resolved*
1266: Unable to view ED Composite Score on Submission Summary Page	1/16/04	2/17/04
1267: Unable to access FS QC Page for Beacon College	4/01/04	3/30/04
1272: 1.2 QC Values are no longer being displayed	4/06/04	4/07/04
1274: Unable to register school: OPEID exists in PEPS but not eZ-Audit	4/06/04	4/06/04
1275: Error message appears when accessing the "For Profit Worksheet 668.15"	4/07/04	4/09/04
1277: Change Rules of behavior text in Production	4/09/04	4/12/04
1281: Unable to submit FS QC for Escuela Tecnica de Electricidad School	4/12/04	4/16/04
1283: Unable to access NonProfit FS Worksheet 668.171	4/12/04	4/16/04
1386: QC Page: Saved without a completeness status indicated and remains in Queue	4/19/04	4/26/04

*Average resolution time was 20 days

Detailed SIR Tracking Report (contd.)

This table shows the 2 Severity Level 1 SIRs that remain to be resolved

Severity Level 2 SIRs	Date Logged	Comments
1366: Reset Ed Users' Passwords after 120 days	4/19/04	Assigned to Developer
1459: School group changes in PEPs are not being reflected in eZ-Audit	4/23/04	Assigned to Developer

Detailed SIR Tracking Report (contd.)

This table shows the amount of time required to respond to and resolve all Severity Level 2 SIRs that were logged this month

# of SIRs Logged	Resolved	Remaining	Other	Average Resolution Time
13	3	8	2	5 days

*4 additional Severity Level 2 SIRs logged prior to this month were resolved in April

Remaining Severity Level 2 SIRs* and date opened:

1208: Upload Attachments page: User is able to upload without selecting a type *3/22/04*

1260: Submission Summary Screen: incorrect Completeness Status for resubmissions *3/29/04*

1358: Vallecitos Center: Unable to delete uploaded files *4/16/04*

1359: Unable to access Manage Users Screen *4/16/04*

*18 other agreed upon Severity Level 2 SIRs were bundled for inclusion in Release 2 SIR fix activities, particularly during Regression or User Acceptance Testing.

This table shows the amount of time required to respond to and resolve all Severity Level 3 SIRs that were logged this month

# of SIRs Logged	Resolved	Remaining	Other	Average Resolution Time
2	0	2	0	*N/A*

Note: 1 Severity Level 3 SIR logged before April was rejected

Remaining Severity Level
3 SIRs and date logged*:

8 agreed upon Severity Level 3 SIRs were bundled for inclusion in Release 2 SIR fix activities, particularly during Regression or User Acceptance Testing.

Production Support Request Activity Report

This table reflects activity on the PSRs that were logged this month this month

# of PSRs Logged	Resolved	Remaining	Other	Average Resolution Time
17	4	10	3	7 days

*1 additional PSR logged prior to this month was resolved in April

** 3 PSRs logged before April were rejected

Remaining PSRs and date logged:

1046: Strand College of Hair Design 12/31/03 submission needs to be removed 2/13/04

1187: Reset QC Page for California Cosmetology College OPEID: 02086400 3/10/04

1132: Historical submission for Rasmussen Colleges (which are no longer in School Group) need to be removed 2/25/04

1143: Prof. Electrical School's FY2003 Annual Submission needs to be deleted 2/26/04

1151: Purge Franklin Career Institute's FYE: 6/30/2002 Submission 2/27/04

1192: Display overdue notices for A-133 schools that have not submitted by 5/14/04 3/11/04

1202: "Create FYE 6/30/2002 Submission" link needs to be removed for Rabbinical College of Teishe 3/15/04

1209: Current Submissions which have a blank upload "type" should be set to "Other" 3/22/04

1251: Purge FYE 2002 Submission for Software Education of America 3/26/04

1269: Stub Audit Information entered in Annual Submission needs to be transferred 4/1/04

1280: Remove Westwood College schools from School Group 4/12/04

1290: Create FYE 2003 Submission Link needs to be removed for American Institute of Health Technology 4/13/04

1291: Wake Forest University 2002 submission needs to be set Complete 4/13/04

1352: Headquarters Academy of Hair Design: FY2002 submission needs to be purged 4/16/04

1353: Washington University: Unable to Submit 4/16/04

1391: Saint Martins: Re-Submission Marked Incomplete Remains in Queue 4/19/04

1455: Purge FYE 2002 submission for ASM Beauty World 4/21/04

1456: Unable to save data for Tarrant County College Annual Submission 4/21/04

Issue: Tech Arch Updates Required:

- Description: Updates are required to the eZ-Audit Tech Arch functionality, including the PEPS School File Interface as well as the Interval Data Interface. The School file will be made to run automatically, instead of manually and the Interval Data will be corrected to ensure that changes to School Group data are updated automatically, instead of Manually.

- Status: Will be implemented to support Release 2.0. Manual workarounds are in place but full fixes will be implemented in May, prior to Release 2.0.

Issue: Oracle DBMS Migration Failover Testing:

- Description: Multiple issues at the VDC, required that this event be postponed until 4/25/04 from it's originally scheduled date of 3/21/04. The eZ-Audit database was migrated from an old Server to a new one, but final failover testing was not conducted.

- Status: This database was migrated and performance will be monitored and reported. Final Fail-over testing will be conducted on 5/2.

Enhancement Tasks

- Some Severity Level 2 and 3 SIRs (as noted on the Severity Level 2 and 3 SIR tracking sections) have been designated as SIRs to be handled as part of Release 2.0 development and will be addressed during Release 2.0 Regression Testing or during the User Acceptance Test.